

**ACCESSNebraska Customer Service Center
Informational Sheet**

Note: When calling ACCESSNebraska, you will need to know the last 4 digits of the social security number and date of birth of each household member. You will also need to know which member of your household is the Program Case Name Person (If a letter came with this it is the person on the letter).

1-800-383-4278 or in Lincoln 402-323-7455

The ACCESSNebraska telephone information is available in English and Spanish. Please press 1 for English or 2 for Spanish. If another language is spoken: Please press 3 for Other and you will be directed to the Translator Line for further assistance.

How do I check on the status of a recent application?

Choose the appropriate language

Press 1 – Benefits (This identifies you are a client or you are calling regarding a client)

Press 1 – Benefits (This identifies you want to check on the status of a recent application)

Press 1 – All Programs

When prompted, enter the last 4 digits of the social security number and date of birth for the household member who applied for benefits.

How do I inquire regarding current benefits?

Choose the appropriate language

Press 1 – Benefits (This identifies you are a client or you are calling regarding a client)

Press 1 – Benefits (This identifies you want to inquire on current benefits)

Press 1 – All Programs

When prompted, enter the last 4 digits of the social security number and date of birth for the household member who applied for benefits.

How do I report changes regarding members in my household, income, rent/mortgage, etc.?

Choose the appropriate language

Press 1 – Benefits (This identifies you are a client or you are calling regarding a client)

Press 2 – Report a Change or Request Additional Services

When prompted, enter the last 4 digits of the social security number and date of birth for the household member who applied for benefits.

How do I request additional services?

Choose the appropriate language

Press 1 – Benefits (This identifies you are a client or you are calling regarding a client)

Press 2 – Report a Change or Request Additional Services

When prompted, enter the last 4 digits of the social security number and date of birth for the household member who applied for benefits.

How do I speak to a case manager regarding my case?

Choose the appropriate language

Press 1 – Benefits (This identifies you are a client or you are calling regarding a client)

Press 2 – Report a Change or Request Additional Services

When prompted, enter the last 4 digits of the social security number and date of birth for the household member who applied for benefits.

How do I complete an interview?

Choose the appropriate language

Press 1 – Benefits (This identifies you are a client or you are calling regarding a client)

Press 3 – Complete or Reschedule an Interview

When prompted, enter the last 4 digits of the social security number and date of birth for the household member who applied for benefits

How do I reschedule an interview?

Choose the appropriate language

Press 1 – Benefits (This identifies you are a client or you are calling regarding a client)

Press 3 – Complete or Reschedule an Interview

When prompted, enter the last 4 digits of the social security number and date of birth for the household member who applied for benefits

Who do I call for information regarding Medicare Part D prescription drug coverage?

Senior Health Insurance Information Program **1-800-234-7119** or in Lincoln **402-471-2841**

How do I apply for benefits?

Please visit our web site <http://www.accessnebraska.ne.gov>

*****If you receive the message “Please contact your case manager”, it means your case has not been moved to ACCESSNebraska Universal Case Management yet.**